COMPREHENSIVE SOLDIER FITNESS

STRONG MINDS ★ STRONG BODIES

Resilience Training

Lesson 5

Building Strong Relationships

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Communication Skill Set

- **Active Constructive Responding:** Respond to others to build strong relationships.
- **Praise:** Praise to build mastery and winning streaks.
- **Effective Communication:** Communicate clearly a

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Effective Communication: B.L.U.F.

- Effective Communication helps to build Connection.
- Effective Communication helps you solve problems by remaining Confident, Clear, and Controlled.

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Communication Styles

- What makes communication effective or ineffective?

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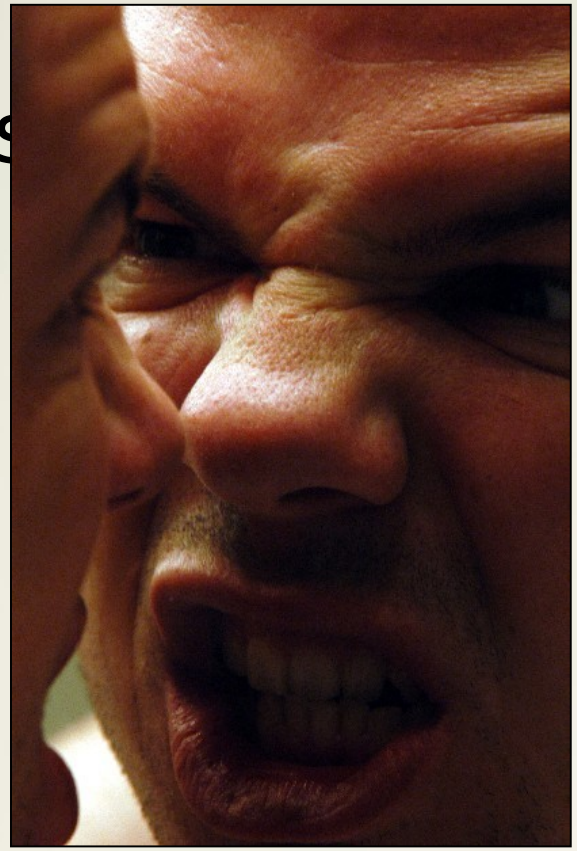
Aggressive Communication

- Must have the last word
- Talking over the other pers
- Out of control emotion
- Blaming
- Talking down
- What Icebergs might lead Aggressive Communicatio



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Icebergs Beneath Aggressive Communication

Remember that icebergs are deeply seated, core beliefs.

- The best defense is a strong offense.
- You've got to be loud and strong if you want to win.
- Never back down from a fight.
- Any sign of weakness and you'll be taken advantage of.
- I want it and deserve it now!
- ??

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Passive Communication

- Quiet
- No eye contact
- Withdrawn
- Sulking
- Submissive
- Fearful
- Appeasing

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Icebergs Beneath Passive Communication

- I don’t really care. It doesn’t matter. (Very common)
- It’s wrong to complain.
- I’ll make enemies if I speak my mind.
- No one ever really changes anyway.
- It’s more important that people like me, than to be right.
- I don’t like conflict.
- ??

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Effective Communication (3 Cs)

- **Confident:** You believe in your ability to handle the situation and are composed.
- **Clear:** The message is easy to understand and is not exaggerated.
- **Controlled:** You are “tracking” the other person and modulate yourself if necessary.

Each style of communication has its place. What works at the scene of an accident may not work at home.

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Icebergs that Hinder the 3 Cs

- I’m not that strong.
- People don’t care what I have to say.
- I don’t measure up.
- ??

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Icebergs that Promote the 3 Cs

- We can work this out.
- I trust you and respect you.
- I can express myself clearly and confidently.
- What I believe matters.
- ??

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The IDEAL Model

I = **Identify** and understand the problem.

D = **Describe** the problem objectively and accurately.

E = **Express** your concerns and how you feel (when appropriate).

A = **Ask** the other person for his/her perspective and then ask for a reasonable change.

L = **List** the outcomes.

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Tips for IDEAL

- I = **Identify** and understand the problem
  - ATC and check for Thinking Traps
  - Detect Icebergs (if necessary)
  - Problem Solving (if necessary)
  - Put It In Perspective (if necessary)
  - Ask yourself, “Am I ready?” “Is this the right time?”

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Tips for IDEAL

Once you've identified the problem, then you can move to communication.

- **D** = **Describe** the problem objectively and accurately
  - Who, what, when, where (Activating Event)
  - Specific, recent
  - Minimize exaggeration (avoid saying Always or Never)
- **E** = **Express** your concerns and how you feel (when appropriate)
  - "I" rather than "you"
  - Minimize exaggeration

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Tips for IDEAL

- **A** = **Ask** the other person for his/her perspective…
  - What and How questions, not Why questions
  - Repeat back what you heard to check that you're hearing him/her accurately

…and then **ask** for a reasonable change

  - "Good Faith" test (reasonable, doable)
  - Work towards a win-win
  - Offer to make a change yourself (if appropriate)

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Tips for IDEAL

- **L** = **List** the outcomes
  - Positive rather than negative
  - Consider appropriateness

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Effective Communication: Key Principles

- **Takes practice:** Effective Communication takes practice.
- **Flexibility:** Match your style of communication to the situation/person you are communicating with.
- **Skill, not personality:** Communication styles are skills, not personality sty
- **Retreat, refuel, return:** Take a b from the conversation. Relax/rethi then try again.

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How do you approach the issue?

Suppose you have to confront someone about a problem…and you don't expect it to be pleasant.

Some sample problems:

- A friend has been seen drinking and driving recently
- A co-worker keeps borrowing your things without asking
- Your spouse is spending too much money on things you do not think are important

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Communication Practice

- Choose a difficult communication scenario from your own life.
- Use the IDEAL model to develop your Effective Communication plan.

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Effective Communication: Check on Learning

- What if you use Effective Communication and still don't get what you want?
- When is Effective Communication appropriate or not appropriate at home?
- What gets in the way of Effective Communication?
- How will your relationships benefit through the use of Effective Communication?

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Resilience Skills Recap

A day in the life of a military spouse: a resilience training review

- We'll now review all the skills you've learned by using each of them in typical day that you may face.
- Scenario. You just finished cleaning the house. It looks great and you're satisfied with your accomplishment. That afternoon you husband comes home and tracks mud across the floor. What happens next . . .

ATC

Husband tracks mud across the floor after cleaned.

That insensitive dolt! He knows I just cleaned.

Consequences

E: Angry, hurt

R: Yell, or stone cold silence

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Thinking Traps

Husband tracks mud across the floor after I cleaned.

What Thinking Traps did you fall into? How can you avoid them?

- ❑ **Jumping to Conclusions**
- ❑ **Mind Reading**
- ❑ **Me, Me, Me**
- ❑ **Them, Them, Them**
- ❑ **Always, Always, Always**
- ❑ **Everything, Everything, Everything**

insensitive dolt! He knows I just cleaned.

Consequences

E: Angry, hurt

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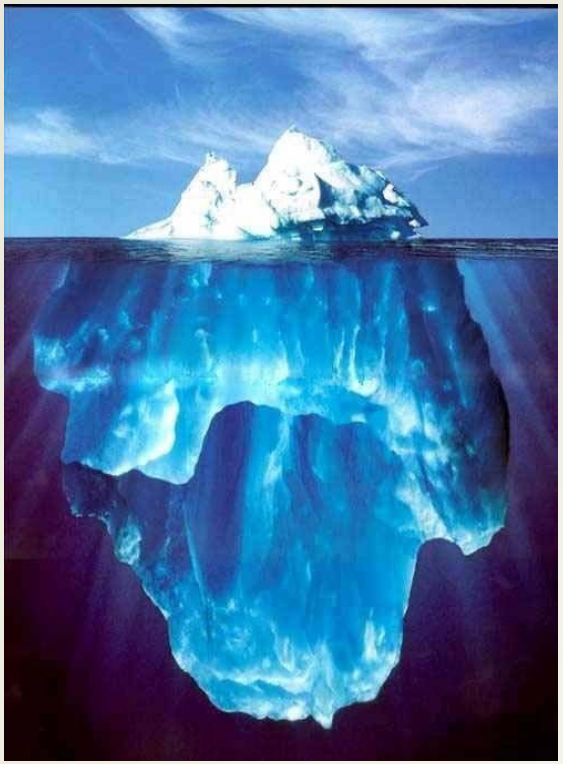
Icebergs

What icebergs might you have?

Some possibilities:

- People should be considerate.
- I should be treated with respect.
- I hate being taken for granted.



Energy Management

- Sapped by your anger over the situation . . . you retreat to a quiet spot to rejuvenate yourself.
- What techniques can you use?

Problem Solving

- Your frustration at home seems to be a recurring theme. How do would you use Problem Solving?
  - Step 1: What's the problem?
  - Step 2: What caused the problem?
  - Step 3: What did you miss?
  - Step 4: What's the evidence?
  - Step 5: What really caused the problem?
  - Step 6: What can you do about it?

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Put it in Perspective

- During your chat with your husband he confesses that he's extremely stressed about school and says
  - I'm afraid I won't get my papers done on time
  - I'm gonna bolo the test tomorrow
  - I'll be the first person in my class to flunk out
- You realize he is catastrophizing, so you use your Put It In Perspective skills with him. What are the steps?
  - Step 1: List worst case outcomes.
  - Step 2: List best case outcomes.

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Real-Time Resilience

Your landed a great job and are about to give your first presentation to the staff. As the hour approaches, your anxiety starts to build.

- How would you use Real-Time Resilience?
- How does it help?

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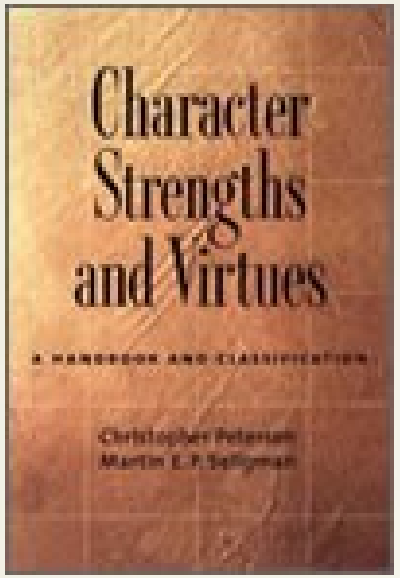
Character Strength

- The families in your neighborhood decided to band together to organize activities for kids and the adults. It's a diverse group, and they're looking for a volunteer to organize the first event.
- What character strengths would look for in a volunteer?



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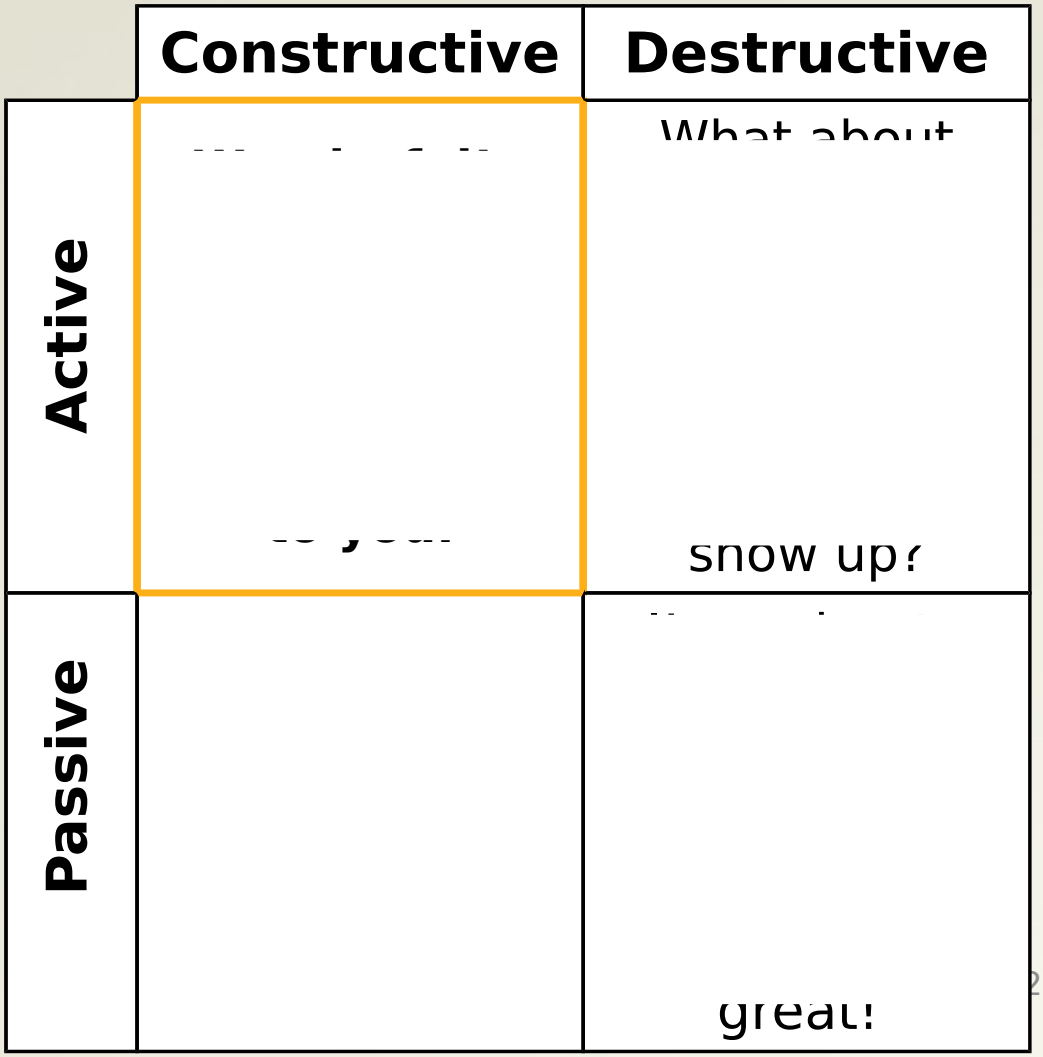
ACR and Praise

A week later . . . your neighbor, *the volunteer,* tells you about the block party she has planned. She has most of the details nailed down – even coordinated with the police to close the street. How do you respond?



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Effective Communication

After the block party, your husband tracks dirt in on your clean floors. You decide to talk to him about it. Remembering your 3 C's, you prepare to talk to him using the IDEAL model.

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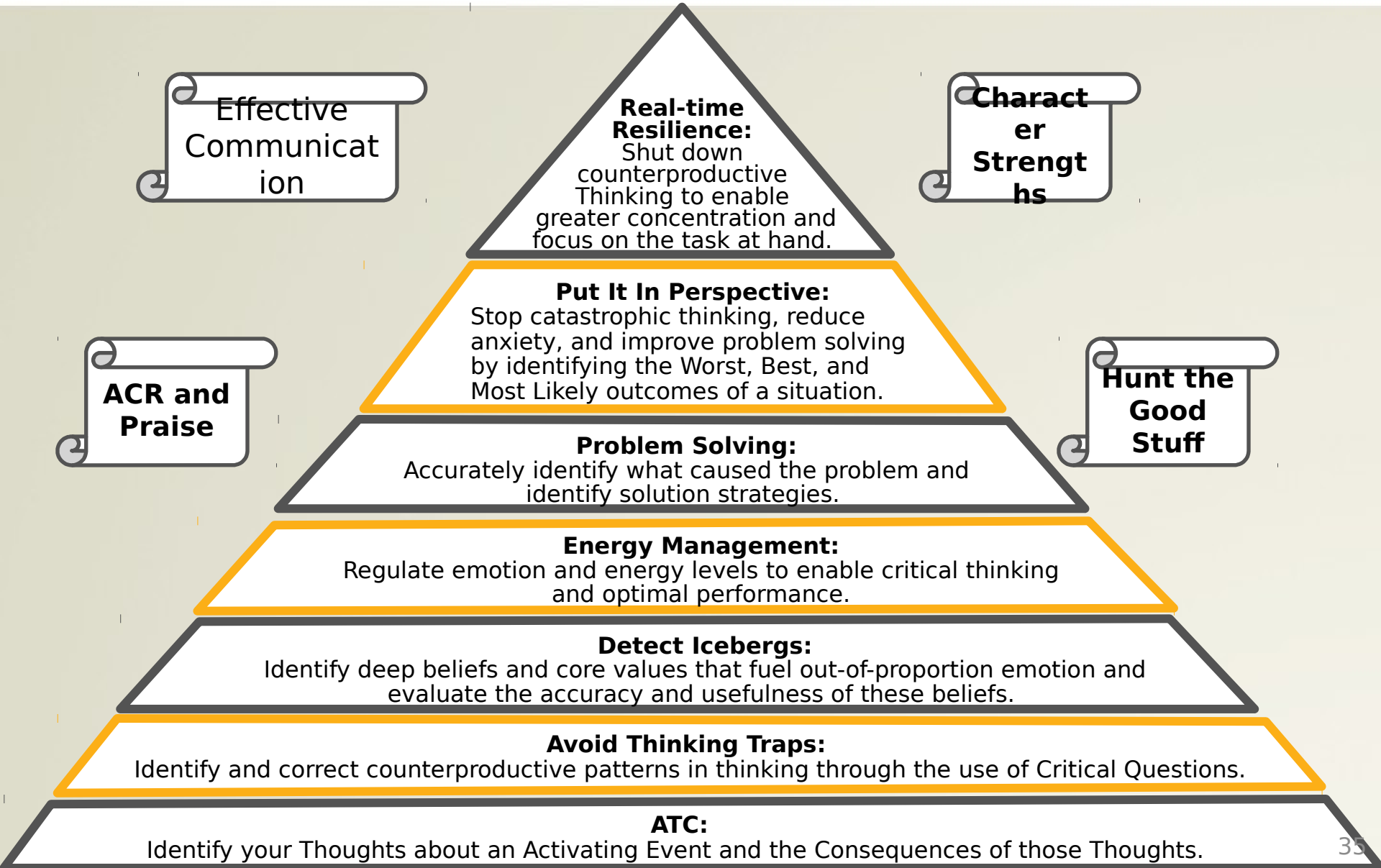
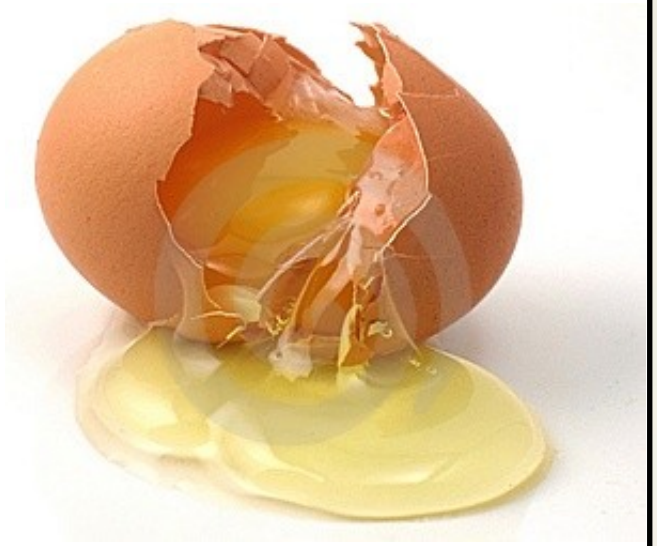
Resilience Success Story

- Due to your superb use of resilience skills, Husband habitually removes his boots before entering the house . . . And he graduates #1 in his class.
- You are got a commendation and a raise at work.
- The block party was a smashing success and you made the volunteer feel like a hero.

Resilience Skills


Effective Communication
Character Strengths
Real-time Resilience: Shut down counterproductive Thinking to enable greater concentration and focus on the task at hand.
Put It In Perspective: Stop catastrophic thinking, reduce anxiety, and improve problem solving by identifying the Worst, Best, and Most Likely outcomes of a situation.
ACR and Praise
Hunt the Good Stuff
Problem Solving: Accurately identify what caused the problem and identify solution strategies.
Energy Management: Regulate emotion and energy levels to enable critical thinking and optimal performance.
Detect Icebergs: Identify deep beliefs and core values that fuel out-of-proportion emotion and evaluate the accuracy and usefulness of these beliefs.
Avoid Thinking Traps: Identify and correct counterproductive patterns in thinking through the use of Critical Questions.
ATC: Identify your Thoughts about an Activating Event and the Consequences of those Thoughts.

Resilient people bounce, not break.

You	Not You
	

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Resilient people bounce, not break.

Inside of a ring or out, ain't nothing wrong with going down. It's staying down that's wrong.

~ Muhammed Ali